

12/02/98

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12/02/98  
09/203965  
jcs51 U.S. PTO

**PATENT APPLICATION**

Honorable Commissioner of Patents and Trademarks  
Washington, D.C. 20231

Date: December 2, 1998

Attorney Docket No.: DAVOX-159XX


Sir:

Transmitted herewith for filing is the **patent application** of:

**Inventor:** Gene W. Lee

**Entitled:** SYSTEM AND METHOD FOR MANAGING A HOLD QUEUE BASED ON CUSTOMER INFORMATION RETRIEVED FROM A CUSTOMER DATABASE

Enclosed are:

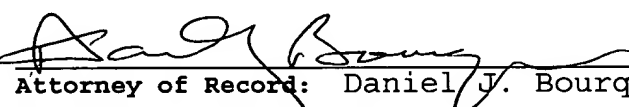
- ☒ Declaration and Power of Attorney (original signature)
- ☒ An Assignment of the invention to: Davox Corporation with Check No. 5738 for \$40
- ☐ A Certified copy of a \_\_\_\_\_ application
- ☒ A Verified statement re small entity status (\$1.9 and \$1.27)- Small Business Concern
- ☐ Citation of Art including  references
- ☒ 3 sheets of informal drawings (one set)
- ☐ Other:
- ☒ Continuation-in-part application of application Serial No. \_\_\_\_\_, filed \_\_\_\_\_
- ☐ \_\_\_\_\_ is hereby appointed Associate Attorney by: \_\_\_\_\_  
Registration No.:

Attorney of Record: Daniel J. Bourque  
Registration No.: 35,457

CLAIMS FILED:	MINUS BASE:	EXTRA CLAIMS:	RATE:	BASIC FEE:
				\$790.00
Independent 3	- 3	=	x \$82.00 =	0
Total 19	- 20	=	x \$22.00 =	0
<input type="checkbox"/> Multiple Dependent Claims (1st presentation)			+ \$270.00 =	0
SUBTOTAL FILING FEE				\$790.00
Small Entity filing, divide by 1/2. (Note: verified statement must be attached per \$1.9, \$1.27, \$1.28.)				\$395.00
TOTAL FILING FEE				\$395.00

- ☒ The filing fee has been calculated above; check No. 5737 in the amount of \$395.00 is enclosed.
- ☐ The filing fee will be submitted at a later date.
- ☒ The Commissioner is hereby authorized to charge payment of any additional filing fees under \$1.16 associated with this communication or credit any overpayment to Deposit Account No. 02-3285.

**SUBMIT IN TRIPLICATE**

  
Attorney of Record: Daniel J. Bourque, Esquire  
Registration No.: 35,457

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application : Gene W. Lee  
Filed : Herewith  
For : SYSTEM AND METHOD FOR MANAGING A HOLD  
QUEUE BASED ON CUSTOMER INFORMATION  
RETRIEVED FROM A CUSTOMER DATABASE  
Attorney's Docket : DAVOX-159XX

Express Mail Mailing Number - EM593 269 697US  
Date of Deposit - December 2, 1998

I hereby certify that the following items are being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 CFR 1.10 on the date indicated above and as addressed to BOX PATENT APPLICATION, Commissioner of Patents and Trademarks, Washington, D.C. 20231:

U.S. Patent application of Gene W. Lee, entitled SYSTEM AND METHOD FOR MANAGING A HOLD QUEUE BASED ON CUSTOMER INFORMATION RETRIEVED FROM A CUSTOMER DATABASE, consisting of

Specification includes:

PP 1 through 14 of Detailed Description;  
PP 15 through 21 of claims 1 through 19; and  
PP 1 of Abstract

Drawings as follows (one copy informal): First sheet of Fig. 1; Second sheet of Fig. 2; and Third sheet of Fig. 3.

A Declaration and Power of Attorney, together with a check in the amount of \$395 to cover the filing fee thereof and a cover letter in triplicate; a Verified Statement claiming small entity status; and an Assignment of the invention and application for recording of Gene W. Lee to Davox Corporation comprising 2 pages with a cover letter in triplicate; and an additional \$40.00 check to cover the Assignment recording fee.

The above items are deposited with signatures and dated by the filing attorney as appropriate.

  
Catherine M. Barz

09203965-120298

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

**APPLICANT:** Gene W. Lee

**ATTORNEY**

**DOCKET NO.:** DAVOX-159XX

**SERIAL NO.:**

**EXAMINER:**

**FILED:** Herewith

**GROUP NO.:**

**PATENT NO.:**

**ISSUED:**

**ENTITLED:** SYSTEM AND METHOD FOR MANAGING A HOLD QUEUE BASED ON CUSTOMER INFORMATION RETRIEVED FROM A CUSTOMER DATABASE

**VERIFIED STATEMENT AS SMALL ENTITY**

Honorable Commissioner of Patents and Trademarks  
Box Patent Application - Fee  
Washington, D.C. 20231

Sir,

**THE UNDERSIGNED DECLARE(S) :**

Exclusive rights in the above-identified invention reside in the "small entity(ies)" defined and named below, and "small entity" fees are appropriate. Qualification as a small entity is based upon the appropriately checked statements below:

☐ **INDEPENDENT INVENTOR(S)**

The below-signing independent inventor(s) has (have) not assigned, granted, conveyed or licensed, and is (are) under no obligation under contract or law to assign, grant, convey or license any rights in the invention to any person who could not likewise be classified as an independent inventor under 37 CFR 1.9(c) if that person had made the invention, or to any concern which would not qualify as a small business concern under 37 CFR 1.9(d) or a nonprofit organization under 37 CFR 1.9(e).

Attorney

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☒ **SMALL BUSINESS CONCERN**

The below-identified small business concern qualifies as a small business as defined in 13 CFR 121.3-18, and reproduced in 37 CFR 1.9(d), for purposes of paying reduced fees under Section 41(a) and (b) of Title 35, in that the number of employees, including those of its affiliates, which does not exceed 500 persons, and it has not assigned, granted, conveyed or licensed, and is under no obligation under contract or law to assign, grant, convey or license, any rights in the invention to any person who could not be classified as an independent inventor if that person had made the invention, or to any concern which would not qualify as a small business concern under 37 CFR 1.9(d) or a nonprofit organization under 37 CFR 1.9(e).

Concerns are affiliates of each other when, either directly or indirectly, one concern controls or has the power to control the other, or a third party controls or has the power to control both; The number of employees of the business concern is the average over the fiscal year of the persons employed during each of the pay periods of the fiscal year. Employees are those persons employed on a full-time, part-time or temporary basis during the previous fiscal year of the concern.

☐ **NONPROFIT ORGANIZATION** (Check additional applicable box.)

The below-identified nonprofit organization qualifies as a small entity under 37 CFR 1.9(e) in that it constitutes:

1. ☐ a university or other institution of higher education located in any country; or
2. ☐ an organization of the type described in Section 501(c)(3) of the Internal Revenue Code of 1954 (26 USC 501(c)(3)) and exempt from taxation under Section 501(a) of the Internal Revenue Code (26 USC 501(a)); or
3. ☐ any nonprofit scientific or educational organization qualified under a nonprofit organization statute of a state of the United States (35 USC 201(i)); or
4. ☐ any nonprofit organization located in a foreign country which would qualify as a nonprofit organization under paragraphs (e)(2) or (3) of Rule 1.9 if it were located in the United States.

The undersigned acknowledge(s) the duty to file, in this application or patent, notification of any change in status resulting in loss of entitlement to small entity status prior to paying, or at the time of paying, the earliest of the issue fee or any maintenance fee due after the date on which status as a small entity is no longer appropriate (37 CFR 1.28(b)).

Attorney

Docket No.: DAVOX-159XX

The below-signing individual(s) hereby declare(s) that (he, she, they) are authorized to execute this statement on behalf of the small entity; that all statements made herein of (his, her, their) own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under Section 1001 of Title 18 of the United States Code, and that such willful false statements may jeopardize the validity of the application, any patent issuing thereon, or any patent to which this verified statement is directed.

Name of Small Entity: (Independent Inventor/Small Business/Nonprofit)

Davox Corporation

Address of Small Entity: (Street, City, State or Country, Zip Code)

6 Technology Park Drive  
Westford MA 01886

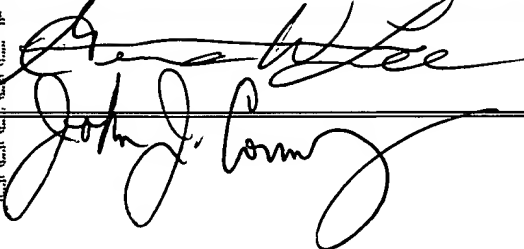
Name of Person Signing: (Small Business/Nonprofit)

John J. Connolly

Title of Person Signing: (Small Business/Nonprofit)

Vice President - Finance

Signature: (Please sign and date in permanent ink.)

X 

Date signed:

X 11/11/98  
11/30/98.